Deployment Prescription Program (DPP)

Program Overview
For the Service Member
August 2010

Promoting high quality, cost effective drug therapy throughout the Military Health System

TMA Pharmacy Operations Center (POC)

- **Primary point of contact for all service member's questions about their deployment prescriptions**

- **Serves as a liaison between the MTF, the service member (SM) and the mail order pharmacy (MOP) to ensure processing of refills in theater**

Prior To Deploying-The SM's responsibilities

Obtain no less than 180 day supply of maintenance medication from the pre-deployment pharmacy

Provide Full Name, SSN, email address, and stateside address for registration and prescription form

****Note: It is very important the SM provide a good email address. This is how the POC will communicate with you for any issues that may arise with your prescription.****

How your refill will be processed

1. **The pre-deployment site will submit the DPP Registration/Rx form to the POC.**

2. **SM will receive an email to the email address provided on the form asking the SM to create their online account and update their current theater address.**

3. **Two months before the due date of your next refill, a 2nd email is automatically sent to the SM reminding the SM to order their medication**

4. **Medications are mailed to the address provided in step 3. If the SM does not update their address, the medication will be mailed to the stateside address entered at registration.**

****Note-This is not an automatic process. If the SM does not request a refill, the prescription order will not be released.**

Reminder Messages sent to Deployed Member

- **Two emails are sent to SM's email address from Express-Scripts. Inc**
  - **2 months into deployment for address update**
  - **4 months into deployment for medication order**
- **SM SHOULD ACTIVELY LOOK FOR EMAIL**
- **Only requested medication will be delivered**

  Medications are not automatically sent out
- **IF EMAILS ARE NOT RECEIVED CONTACT THE POC**

Pending (on hold) Prescription E-mail Notification

TMOP Email Reminder

From: Notifications@express-scripts-pharmacy.com < Notifications@express-scripts-pharmacy.com>
Sent: Sunday, July 15, 2007 12:57 PM
To: jane12doe34@gmail.com
Subject: Register Online for the TRICARE Mail Order Pharmacy

Dear Jane Doe,

This is a courtesy reminder from the TRICARE Mail Order Pharmacy (TMOP) operated by Express Scripts. **You must take the action described below to receive follow-on prescription medication while deployed.**

You have been identified as having one or more prescriptions that will be mailed to you during your deployment. You must first activate your account on the TMOP website to receive an e-mail reminder when these prescriptions become available for delivery (see directions below).

TO ACTIVATE YOUR ACCOUNT NOW:

1) Visit http://www.express-scripts.com/custom/dod/ben_message/
2) Click "Activate Your Online Account."
3) Complete all steps of the activation process.

PLEASE NOTE: The e-mail reminder will be sent to the e-mail address that you specify during the enrollment process.

The activation process takes only a few minutes and provides access to several online features of your TMOP benefit, including benefit details, online ordering, drug and health information, and more.

If you have already activated your account, please sign in by visiting https://member.express-scripts.com/web/member/loginreg/dodLoginStart.do and verify your current shipping and e-mail address.

If you have any questions, please call 1.866.DOD.TMOP (1.866.363.8667), or log on to your account and visit the Contact Us section.

Thank you for your time. Your satisfaction is important to us.

The Express Scripts Pharmacy

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This is an automated e-mail message. This is your only courtesy reminder. Please do not reply to this message.

Receiving Medication Refills While Deployed

Reminders to Ensure You Receive Your Refill Meds

1. Update APO/FPO address & email address online http://www.expressscripts.com/custom/dod/ben_message/
2. If email from ESI is not received 60 days after arriving in theater, contact DOD Pharmacy Operations Center (POC) @ DSN (OCONUS prefix 312) 471-8274 or 1-866-275-4732)
3. If you don't have internet access to update your address or other problems, contact the DOD POC by telephone or mail
PDTS.AMEDDCS@amedd.army.mil

Updating your address
Ordering your Medication

- **Access ESI registration site via internet**
  - **Army can also access via Army Knowledge Online**
- **Select My Medical**

- **Select TMOP Registration**
- **https://member.express-scripts.com/web/member/loginreg/dodRegistrationStart.do**

- **Activate your account**
- **Update your address**
- **Request refill(s)**

DPP Q&A

- **How many days should the pre-deployment site supply me with?**
  - **180 days**
- **Why do I need an email address?**
  - **This will be the main source of communication with me for any issues with my prescription.**
- **If I do not receive an email, what steps do I need to take?**
  - **Check my email to verify if I've received an email from ESI.**
  - **Contact the POC @ DSN (OCONUS prefix 312) 471-8274 or 1-866-275-4732**
  - **or via email @** pdts.ameddcs@amedd.army.mil

Contact Information

pdts.ameddcs@amedd.army.mil

DoD Pharmacoeconomic Center

ATTN TMOP Team

2450 Stanley Rd, Suite 208

Ft Sam Houston, TX 78234

DSN (OCUNUS prefix 312) 471-8274
or
1-866-275-4732 press menu option 5